

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

PCR Results Web Posting

Provider Organization	Total Care Services Inc.
Contact Person(s)	Lauren Lee
Phone Number	301-918-0070
Email Address(s)	llee@totalcare1.com
Provider Services Reviewed	Supported Living, In-Home Supports, Respite Hourly, Respite Daily, Host Home, Supported Living Periodic,
# Individuals Reviewed by Service	Supported Living - 2 In-Home Supports - 13 Respite Hourly - 3 Respite Daily - 2 Host Home - 2 Supported Living Periodic - 1
Annual PCR dates	08/19/2013 - 08/21/2013
F/U Review Date(s)	10/21/2013
Annual Report Date	08/30/2013
F/U Report Date	11/4/13

The overall results on initial review were:

Service	Person Centered Domains Score	%	Organization Score	%	Rating	Satisfaction Score	%
	# Yes/Total		# Yes/Total			# Yes/Total	
Supported Living	112/113	99%	42/42	100%	Excellent	20/20	100%
All Mandatory Indicators	21/21	100%	13/13	100%			
In-Home Supports	359/382	94%	42/42	100%	Needs Improvement	127/127	100%
All Mandatory Indicators	98/104	94%	13/13	100%			
Respite Hourly	72/75	96%	42/42	100%	Needs	30/30	100%

					Improvement		
All Mandatory Indicators	15/17	88%	13/13	100%			
Respite Daily	40/40	100%	42/42	100%	Excellent	9/9	100%
All Mandatory Indicators	7/7	100%	13/13	100%			
Host Home	80/87	92%	42/42	100%	Needs Improvement	20/20	100%
All Mandatory Indicators	17/19	89%	13/13	100%			
Supported Living Periodic	53/54	98%	42/42	100%	Excellent	10/10	100%
All Mandatory Indicators	9/9	100%	13/13	100%			

The overall results on follow up review were:

Service	Person Centered Domains Score	%	Organization Score	%	Rating	Satisfaction Score	%	
	# Yes/Total		# Yes/Total			# Yes/Total		
Supported Living	113/113	100%	42/42	100%	Excellent	20/20	20/20	100%
All Mandatory Indicators	21/21	100%	13/13	100%				
In-Home Supports	381/381	100%	42/42	100%	Satisfactory	127/127	127/127	100%
All Mandatory Indicators	103/103	100%	13/13	100%				
Respite Hourly	75/75	100%	42/42	100%	Satisfactory	30/30	30/30	100%
All Mandatory Indicators	17/17	100%	13/13	100%				
Respite Daily	40/40	100%	42/42	100%	Excellent	9/9	9/9	100%
All Mandatory Indicators	7/7	100%	13/13	100%				
Host Home	87/87	100%	42/42	100%	Satisfactory	20/20	20/20	100%
All Mandatory Indicators	19/19	100%	13/13	100%				
Supported Living Periodic	54/54	100%	42/42	100%	Excellent	10/10	10/10	100%

All Mandatory Indicators	9/9	100%	13/13	100%				
--------------------------	-----	------	-------	------	--	--	--	--

Certification issued/dates/services

Waiver Service	Certification Dates	Certification Type
Supported Living	08/19/2013 - 08/19/2014	Annual
In-Home Supports	08/19/2013 - 08/19/2014	Annual
Respite Hourly	08/19/2013 - 08/19/2014	Annual
Respite Daily	08/19/2013 - 08/19/2014	Annual
Host Home	08/19/2013 - 08/19/2014	Annual
Supported Living Periodic	08/19/2013 - 08/19/2014	Annual